

## Critical Information Summary

This document does not include discounts or promotions which may apply from time to time.

### Voice Service

#### The Service:

Active Utilities Pty Ltd (Active) deliver our service over the internet connecting to a cloud based PBX delivered by CISCO Webex.

Our Webex platform is delivered via our wholesale partner Spark and managed by Active.

All services are bound by our fair use policy located at [HERE](#).

#### Bundling:

You do not require an internet service through Active to use our Voice service.

#### Mandatory Components:

You must have a data service available to you to access your voice service. If you have elected to use the soft client for your phone service you must have a compatible smart phone and/or PC.

#### Minimum Terms:

24 Month Contract Term.

#### Important Conditions:

Active's service is provided to you with one (1) FNN (Full National Number). Active is obligated to share this information with authorised Australian law authorities if legally requested, without your permission.

#### Speeds:

Voice services will consume bandwidth on your internet service, while overall usage is low it is your responsibility to ensure you have an internet service that is able to cater to your requirements. It is recommended to have a minimum internet service of 10Mbps to run your Voice service and not impact your overall internet experience.

#### Information About Pricing

All listed pricing is inclusive of GST unless otherwise stated. All prices are valid for services connected from 01<sup>st</sup> May 2023 and subject to change without notice.

#### Connection Fees\*:

Service	Connection fee
Voice service - Platform Setup^	\$ 155.00
Voice service - per user/line	\$ 75.00

^Platform establishment fee is a once of charge per site and not charged per service/user.

#### Disconnection/Early Termination Fees:

Fees	Months	
Term	2 - 20	21 - 23
All Services*	(Remaining term - 3) x Monthly service fee	1 Month Fee
*Excludes hardware repayment costs. Early termination fee for hardware is calculated at the agreed monthly fee x number of months left in the initial contract as is in addition to the above mentioned fee.		

**Standard Plan Fees\*:**

Service	Monthly Service Fee		Min contract cost (24Mths)
Voice - Webex Business Package 1#	\$ 35.00		\$ 1,070.00
Voice - Webex Business Package 2#,&	\$ 42.50		\$ 1,250.00
Voice - Webex Conference/fax service#	\$ 25.00		\$ 830.00
<p>*Includes connection fee for listed service but does not include disconnection or hardware fees.</p> <p>#Platform setup fee (\$150) is a once off fee per site regardless of number of services, cost Includes unlimited local, national and Australian mobile calls.</p> <p>&amp;Includes messaging services and meeting room per licence.</p>			

**Feature enhancements and hardware:**

Additional features and hardware are available with your services. Pricing for these services are sub to change based on many contributing factors. All service enhancements and hardware will be quoted as separate items for approval.

**Call Charges**

All voice plans include unlimited Local, national and calls to Australian Mobiles. Operator assistance calls are charged a plat fee of \$0.33 per call and international call rates can be found [here](#).

**Maximum monthly charge:**

Maximum monthly charge is the cost of the selected plan plus the quoted Connection Fee (if within the first month). All services are billed one month in advance.

If the paper bill option is selected, you will incur a \$3.00 Inc. GST 'Save The Planet' fee for each invoice received.

**Enquires, feedback and complaints:**

Active are available to listen to your feedback and available to answer your questions. If you have any enquires or feedback you can send an e-mail to [info@Activeutilities.com.au](mailto:info@Activeutilities.com.au) and one of our friendly staff will get back to you within two (2) business days.

From time to time you may have a complaint that needs our attention. It is important to contact us in the first instance to allow us to address your concerns. To raise a complaint you can contact our office on 1300 228 638 or via e-mail at [complaints@Activeutilities.com.au](mailto:complaints@Activeutilities.com.au).

**Telecommunications Industry Ombudsman (TIO):**

Active encourage you to always contact us first if you experience any problems or you are generally unhappy with your service. Active will do our best to solve your problem during our first contact.

Alternatively, you can always contact the TIO as follows;

Phone: 1800 062 058

Online: <http://www.tio.com.au/making-a-complaint>

**General Service Terms and Conditions:**

To find out more about our service conditions please read the Active General Terms and Conditions located [HERE](#).